

# Accessing Crisis Services

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Community Crisis Services

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Crisis Walk In Clinics

Regional Contracted Operations

# Per Webster's Dictionary

## A CRISIS is...

- ▶ A dramatic emotional or circumstantial upheaval in a person's life.
- ▶ A stage in a sequence of events at which the trend of all future events, especially for better or for worse, is determined; turning point.
- ▶ The point in the course of a serious disease at which a decisive change occurs, leading either to recovery or to death.

# Community Crisis Services

MHSA Funded

# Services to Address a Mental Health Crisis in San Bernardino County

- ▶ Crisis Walk In Clinics
- ▶ Community Crisis Response Team
- ▶ Diversion at ARMC
- ▶ Local Emergency Departments
- ▶ Law Enforcement

# Crisis Walk In Clinics

Valley Star Behavioral Services, Yucca Valley

# Valley Star has done the following to advise the community of their services:

- ▶ Hired a dedicated outreach worker to focus on both Yucca Valley and Victorville CWIC's and the Yucca Valley TAY Center
- ▶ Distributed over 800,000 brochures to both desert communities in the past 20 months
- ▶ Have met with the military base in 29 Palms to advise of their services for family members, subsequent collaboration to screen children of military members
- ▶ Provide tours of facility upon request
- ▶ Have seen an increase in referrals from local Primary Care Physicians
- ▶ Provided a 4 hour workshop to local CHP office to communicate services and tips to identify mental health symptoms

# Stigma Reducing Marketing Strategies

- ▶ Market to a CRISIS not MENTAL ILLNESS
- ▶ Helps to avoid stigma
- ▶ Provides access to a larger group of individuals
- ▶ Provides crisis intervention for *situational crisis* to allow for immediate reduction of symptomology
- ▶ This strategy reduces potential for chronic mental illness- a prevention strategy

# The following locations are provided outreach on a regular basis:

- ▶ Clubhouse
- ▶ TAY Center
- ▶ Family Resource Center
- ▶ Military Bases and support offices
- ▶ Local schools, elementary, middle and high schools
- ▶ Primary Care Physicians
- ▶ Local Mental Health providers



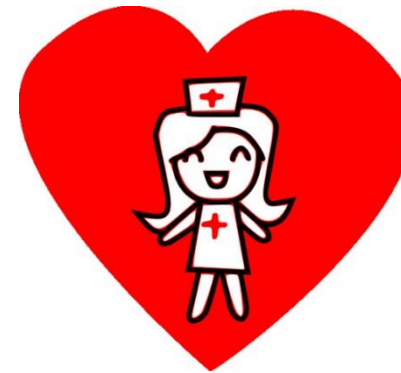
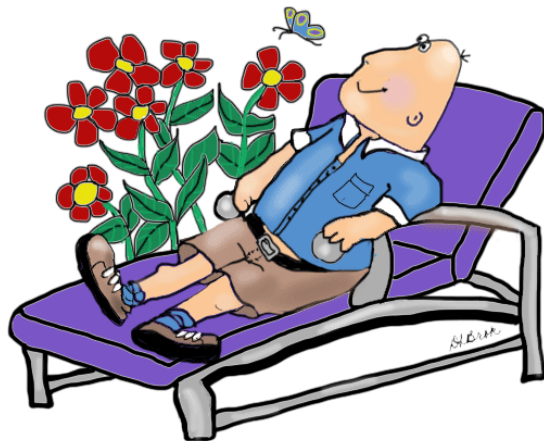
...And a FACEBOOK page is available



# Past Efforts Included:

- ▶ Upon opening, the local radio station ran ads announcing new provider, new location
- ▶ Open House for community
- ▶ Billboard on Highway 62 for 3-month period this past fiscal year

# Setting the Environment



# Valley Star CWIC's Style of Service

- ▶ Valley Star provides an open, welcoming environment in their Crisis Walk In Clinics
- ▶ Peer & Family Advocates are available to assist clients with paperwork or just to help them feel comfortable
- ▶ The atmosphere of the CWIC can feel like a clubhouse as the consumers have that level of comfort and camaraderie
- ▶ Consumers provide support to each other in this environment, encouraging additional support systems

# CWIC Self Referral Data

## Valley Star

- ▶ In the current Fiscal Year Yucca Valley CWIC has a Self/Family Referral rate of **61.5%**

## Past Provider

- ▶ In FY 13/14 the Morongo Basin CWIC had a Self/Family Referral rate of **46.8%**

This indicates more awareness in the community of the site (not brought in by law enforcement or CCRT)

# Future Focused...

## Use of Telepsychiatry in CWIC's

- ▶ Excellent response from clients
  - “It’s cool”
  - “Better than having to be in the same room with a doctor”
- ▶ Reduces anxiety for the clients in most cases
- ▶ An LPT or RN sits with client unless privacy is requested by the client

# CWIC Outreach Efforts Continue

- ▶ Valley Star and DBH continue to improve the level of service provided in the Crisis Walk In Clinics
- ▶ Education with law enforcement continues via Crisis Intervention Training and CCRT briefings
- ▶ TEST and CCRT are both active in desert
- ▶ New DBH internet website design for easy identification of Crisis Services

## FFS Providers in Morongo Basin

### Low Desert (29 Palms, Yucca Valley)

Caucasian- Male	Blau	William	PhD	Yes	760-367-2117	6528 A Hillside Ave.	29 Palms	92277
	CA	8-5pm	12-14, 16, SMHS					
Female	Blau	Cathey	LCSW	Yes	760-367-2117	6528 A Hillside Ave.	29 Palms	92277
	8-5pm	12, 13, 16, SMHS						CA
Female	Bevens	Melody	LMFT	No	760-367-3290	Affiliated Psychological Service 6274 Adobe Rd.	29 Palms	92284
	CA	Mon -Fri. 8-5pm		1-5, 7-14, 16, SMHS				
Male	LaBonte	David	LMFT	No	760-367-3290	Affiliated Psychological Service 6274 Adobe Rd.	29 Palms	92284
	CA	Mon -Fri. 8-5pm		12 - 16, SMHS				
Male	Merlan	Julio	LCSW	Yes	760-367-3290	Affiliated Psychological Service 6274 Adobe Rd.	29 Palms	92284
	CA	Mon -Fri. 8-5pm		12 - 16, SMHS				
Male	Nyman	Brad	LCSW	No	760-367-3290	Affiliated Psychological Service 6274 Adobe Rd.	29 Palms	92284
	CA	Mon -Fri. 8-5pm		8, 9, 11, 12, 16, SMHS				
Caucasian- Female	Surace	Lisa	LMFT	No	760-367-3290	Affiliated Psychological Service 6274 Adobe Rd.	29	
Palms	92284	CA	Mon -Fri. 8-5pm		2,6, 11-16, SMHS			
Female	Swigart	Sharon	LMFT	Yes	760-367-3290	Affiliated Psychological Service 6274 Adobe Rd.	29 Palms	92284
	CA	Mon -Fri. 8-5pm		SMHS				
Female	Bevens	Melody	LMFT	No	760-369-7166	Affiliated Psychological Service 7293 Dumosa Ave #8		Yucca
Valley	92284	CA	Mon -Fri. 8-5pm		1-5, 7-14, 16, SMHS			
Male	LaBonte	David	LMFT	No	760-369-7166	Affiliated Psychological Service 7293 Dumosa Ave #8		Yucca
Valley	92284	CA	Mon -Fri. 8-5pm		12 - 16, SMHS			
Male	Merlan	Julio	LCSW	Yes	760-369-7166	Affiliated Psychological Service 7293 Dumosa Ave #8		
			92284	CA	Mon -Fri. 8-5pm	12 - 16, SMHS		
Male	Nyman	Brad	LCSW	No	760-369-7166	Affiliated Psychological Service 7293 Dumosa Ave #8		Yucca
Valley	92284	CA	Mon -Fri. 8-5pm		8, 9, 11, 12, 16, SMHS			
Caucasian- Female	Surace	Lisa	LMFT	No	760-369-7166	Affiliated Psychological Service 7293 Dumosa Ave #8		
	Yucca Valley	92284	CA	Mon -Fri. 8-5pm		2,6, 11-16, SMHS		
Female	Swigart	Sharon	LMFT	Yes	760-369-7166	Affiliated Psychological Service 7293 Dumosa Ave #8		Yucca
Valley	92284	CA	Mon -Fri. 8-5pm		SMHS			
Male	Karman	Robert	PhD	No	760-418-5997	57402 29 Palms Hwy. #10	Yucca Valley	92284
	8-5pm Closed Wed.		13, 16, SMHS					CA





# Promoting Wellness, Recovery and Resilience

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SEARCH



## Crisis Walk-In Clinics

The Crisis Walk-In Clinics (CWIC) provide urgent mental health services to residents of San Bernardino County. CWIC provides crisis intervention, crisis risk assessments, medications, referrals to county, contract and community resources, education and when necessary evaluations for hospitalization. Consumers will be screened for appropriateness of service and will either be provided referrals or admitted in to CWIC for additional assessment. A consumer may meet the criteria to see a psychiatrist, which will be arranged same day for adults and an appointment will be scheduled for children. CWICs are open 24/7, with the exception of the CWIC in Rialto which operates Monday through Friday 8 a.m. to 10 p.m., and Saturday and Sunday 8 a.m. to 5 p.m. All CWICs are open holidays.



### Rialto

Crisis Walk-In Clinic - A, C, MH  
850 E. Foothill Boulevard  
Rialto, CA 92376  
(909) 421-9495 • 7-1-1 for TTY for Users  
Fax (909) 421-9494  
Hours of Operation:  
Monday-Friday 8:00 a.m. – 10:00 p.m.  
Saturdays 8:00 a.m. – 5:00 p.m.



### High Desert

Crisis Walk-In Clinic - A, C, MH  
Valley Star Behavioral Health, Inc.  
12240 Hesperia Road  
Victorville, CA 92395  
(760) 245-8837 • 7-1-1 for TTY Users  
Hours of Operation: 24 hours a day, 7 days a week



### Morongo Basin

Crisis Walk-In Clinic - A,C, MH  
Valley Star Behavioral Health, Inc.  
7293 Dumosa Ave., Suite 2  
Yucca Valley, CA 92284  
(855) 365-6558  
Hours of Operation: 24 hours a day, 7 days a week



### Legend

**A** = Adult

**CP** = Contract Provider

**S** = School Based Children Services

**C** = Children

**ADS** = Alcohol and Drug Services

**O** = Outpatient

**MH** = Mental Health Services

**P** = Prevention

**R** = Residential

**M** = Methadone

**I** = Inpatient

**F** = Family





## Promoting Wellness, Recovery and Resilience

Home Behavioral Health Services For Providers Media Administration Contact

Home > breadcrumbs

### Welcome

Welcome to the County of San Bernardino Department of Behavioral Health's website. This website is a tool to help you feel your behavioral health needs are being met. This website is for clients, family members, and individuals to help them on their journey to rehabilitation and recovery. The Access unit, Crisis Walk In Clinics are available at any time to answer questions about behavioral health, alcohol and drug services and crisis situations. Also, DBH Walk-In Clinics are available in each region.

### Stay Connected



Crisis  
Services



Prevention & Early  
Intervention



Mental  
Health Services



Children &  
Youth (0-17 yrs)



Adults  
(18+ yrs)



Older Adults  
(60+ yrs)

SEARCH



Facebook

Twitter



DBH's African American Awareness Subcommittee, in partnership with San Bernardino Valley College Black Faculty and Staff presents "From Trauma to Triumph," a cultural event in recognition of Black History Month and African American Mental Health Awareness Week. Make plans to attend. RSVP to cultural\_competency@dbh.sbcounty.gov or call (909) 386-8234 (7-1-1 for TTY users.)



### Events

JANUARY 26, 2016  
**LBGTQ AWARENESS SUB-COMMITTEE**  
DBH Administration  
303 E. Vanderbilt Way, San Bernardino, CA 92415  
12:30 - 1:30 pm

JANUARY 27, 2016  
**WOMEN'S AWARENESS SUB-COMMITTEE**  
DBH Administration  
303 E. Vanderbilt Way, San Bernardino, CA 92415  
1:00 - 2:00 pm

JANUARY 28, 2016  
**LATINO AWARENESS SUB-COMMITTEE**  
El Sol Neighborhood Educational Center  
972 N. Mt. Vernon, San Bernardino, CA 91411  
10:00 - 11:30 am

### Announcements

Approved Mental Health Services Act Annual Update FY 2015-2016  
Contract Agency Access Form for Relias Learning  
Cultural Competency Advisory Committee - Sub-Committees **Revised**  
Directory of Services  
Directory of Services Spanish  
Did You Know  
**IMPORTANT! Relias Changes**  
Volunteer Activity Summary Report  
Volunteer Application

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

# Community Crisis Response Team

Department of Behavioral Health

Serving the Morongo Basin since 2007

# Community Crisis Response Team

- Department of Behavioral Health community-based program
- Mobile crisis response for psychiatric emergencies
- Started as a Children's Response Team in 2004 in Central Valley, now serving Children and Adults throughout the County
- Funded by Prop 63 - Mental Health Services Act

# Mission of CCRT

24/7 and 365

To provide:

- Mobile Crisis Response in Three Regions
- Crisis Intervention in the Least Restrictive Environment
- Assist Law Enforcement with Assessment and Transportation
- Provide Education, Referral and Resources
- Crisis Intervention Training for Law Enforcement
- Trauma Response in the Community

# Teams located throughout the County

East Valley - RIALTO

West Valley - ONTARIO

High Desert - HESPERIA

One CCRT Staff in Morongo Basin Area

\*One Mental Health Specialist trained by CCRT in Crisis Intervention for the Needles Clinic

# Community Crisis Response Team

## Morongo Basin

FY 14/15

▶ Total Calls	200
▶ Diverted	50
▶ Voluntary Admissions	4
▶ Law Enforcement	35

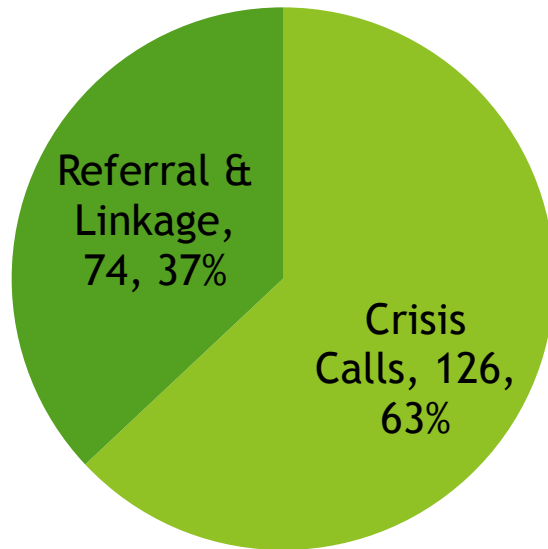
FY 15/16\*

▶ Total Calls	304
▶ Diverted	35
▶ Voluntary Admissions	4
▶ Law Enforcement	68

\*Actuals thru 3<sup>rd</sup> Qtr. with  
YTD projections

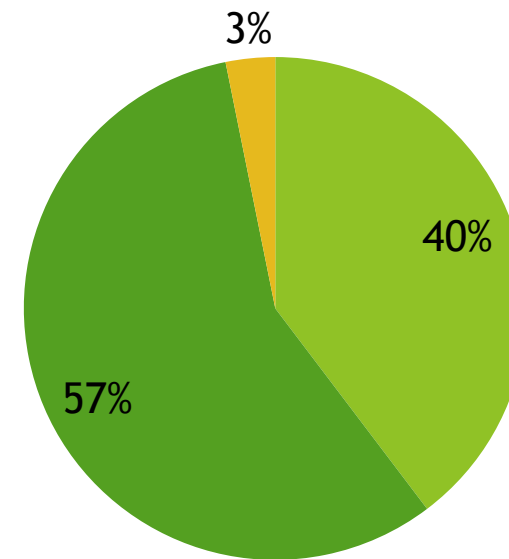
# Call Results...

Call Types to CCRT-MB FY 14-15



Disposition of Crisis Calls to CCRT-MB FY 14-15

■ Diverted ■ Involuntary Hosp ■ Voluntary Hosp



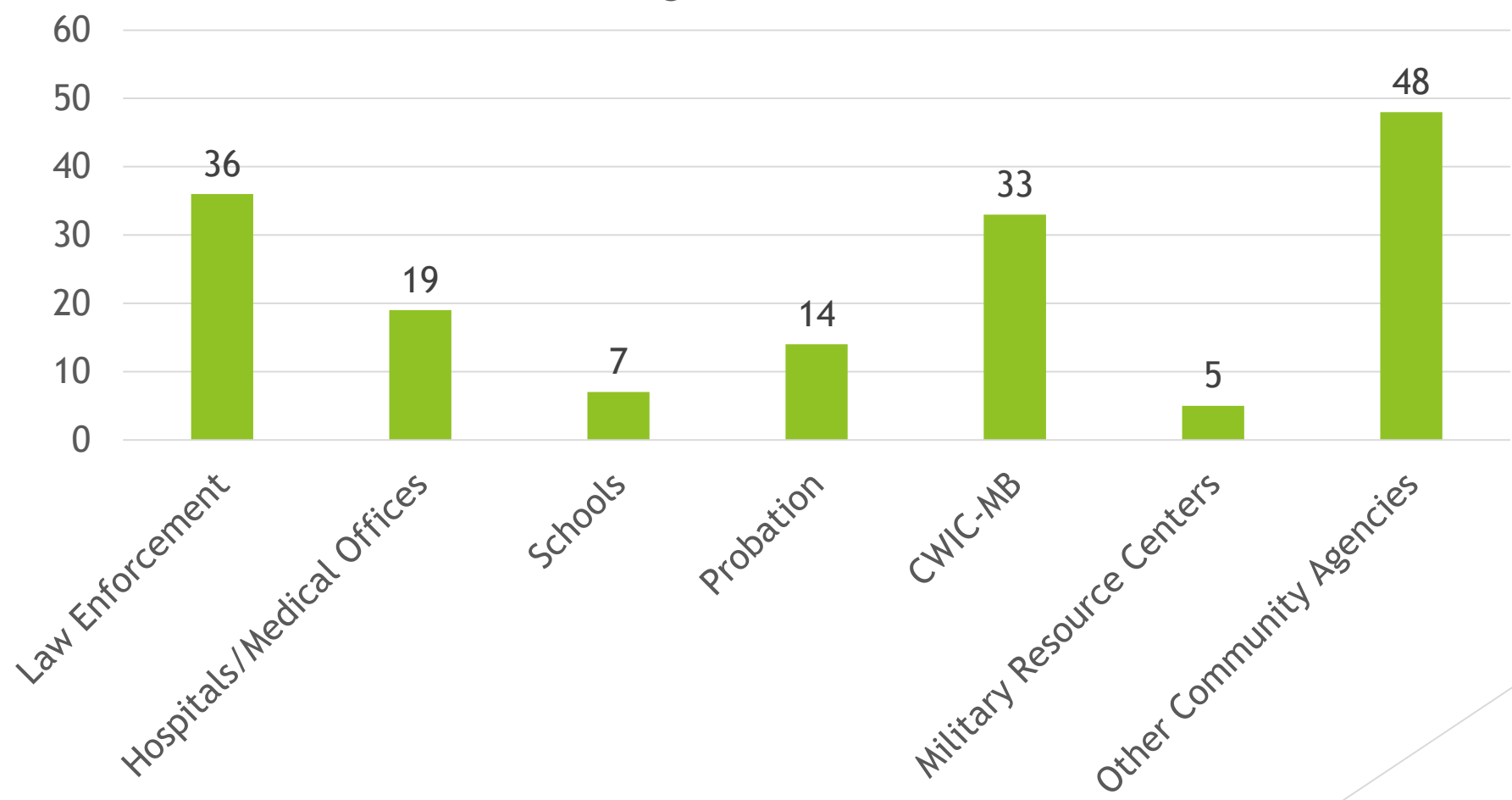
# CCRT Throughout the County

Call Type	Crisis Calls	Referral & Linkage Calls
CCRT-East Valley	1578	365
CCRT-High Desert	1591	636
CCRT-Morongo Basin	126	74
CCRT-West Valley	691	818
<b>Totals</b>	<b>3986</b>	<b>1893</b>



# CCRT Outreach Efforts

CCRT-MB Outreach Visits  
in Morongo Basin FYTD 15-16



Thank you for your time!